

Informal Complaints Presented by Company and Category

These tables present a subset of total consumer contacts. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following tables report the ICs by utility company and the nature of the complaint by category*.

Communications Industry October 2019

*The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.***

Utility Name	Billing	LifeLine	Not Regulated - No Jurisdiction	Policy & Practices	Public Purpose Programs	Rates	Service	Grand Total
AT&T California	21	-	8	5	-	-	35	69
AT&T Corp.	1	-	-	-	-	-	-	1
AT&T Mobility	15	-	-	3	-	-	7	25
Blue Casa Telephone, LLC; Telscape communications	1	-	-	-	-	-	-	1
Bright House Networks Information S	1	-	-	-	-	-	-	1
Charter	4	-	6	-	-	-	1	11
Comcast Digital Phone	1	-	4	-	-	-	1	6
Comcast OTR1, LLC	1	-	-	-	-	-	-	1
Consumer Cellular, Inc.	-	-	-	-	-	-	2	2
Cox; Cox Communications; Cox Business	-	-	-	-	-	-	1	1
CREDO; Working Assets Wireless	-	-	-	-	-	-	1	1
Crickit Wireless, LLC	1	-	-	-	-	-	-	1
Frontier California, Inc.	10	-	9	2	-	-	12	33
GoDaddy.com, LLC	-	-	-	-	-	-	1	1
Lifeline Administrator	1	-	-	-	-	-	-	1
Locus Telecommunications, Inc.	-	-	-	-	-	-	1	1
Nos Communications, Inc.	1	-	-	-	-	-	-	1
OneTouch Communications; Touch Base Communications	1	-	-	-	-	-	-	1
Peak Communications	-	-	-	-	-	-	1	1
Preferred Long Distance, Inc.	-	-	-	1	-	-	1	2
Sprint; Sprint PCS	3	-	-	3	-	-	2	8
Suddenlink Communications	-	-	-	-	-	-	2	2
Telepacific Communications	1	-	-	-	-	-	1	2
Time Warner Cable	2	-	4	1	-	-	1	8
T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	4	-	-	1	-	-	1	6
TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless)	2	-	-	-	-	-	-	2
Verizon Access Transmission Servic	1	-	-	-	-	-	-	1
Verizon Business Services	-	-	-	-	-	-	1	1
Verizon Wireless	8	-	-	-	-	-	4	12
Total ICs Sent	80	-	31	16	-	-	76	203

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Energy Industry October 2019

*The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.***

Utility Name	Billing	Not Regulated - No Jurisdiction	Policy & Practices	Public Purpose Programs	Rates	Service	Total
Clean Power Alliance	2	-	1	-	-	1	4
Just Energy Solutions Inc.	-	-	2	-	-	-	2
Liberty Utilities (CalPeco Electric) LLC	1	-	-	-	-	-	1
Marin Clean Energy	1	-	-	-	-	-	1
Pacific Gas & Electric Company	40	-	19	5	-	28	92
San Diego Gas & Electric Company	7	-	1	-	-	7	15
Sierra Pacific Power Company	-	-	-	-	-	1	1
Southern California Edison Company	77	-	5	30	-	21	133
Southern California Gas Company	6	-	-	1	-	6	13
Southwest Gas Corporation	-	-	-	-	-	1	1
Total ICs Sent	134	-	28	36	-	65	263

Water Industry October 2019

*The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.***

Utility Name	Billing	Not Regulated - No Jurisdiction	Policy & Practices	Public Purpose Programs	Rates	Service	Total
California American Water Company	6	-	-	-	-	-	6
California Water Service Company	4	-	-	-	-	1	5
Golden State Water Company	7	-	-	-	-	1	8
Great Oaks Water Company	1	-	-	-	-	-	1
Kenwood Village Water Company	1	-	-	-	-	-	1
Liberty Utilities (Park Water) Corp.	1	-	-	-	-	-	1
Mountain Mesa Water Company	1	-	-	-	-	-	1
San Gabriel Valley Water Company	1	-	-	-	-	-	1
San Jose Water Company	2	-	1	-	-	-	3
Searles Domestic Water Company	1	-	-	-	-	1	2
Suburban Water Systems	2	-	-	-	-	-	2
Total ICs Sent	27	-	1	-	-	3	31

*Category Definitions

**Companies Sorted by Code

**Companies Sorted by Utility Name